Indian Institute of Management Indore

Executive Post Graduate Program in E-GOVERNANCE

2013-14

Title of the Course: Consulting for e-Governance Projects   **Credits: 2**

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COURSE DESCRIPTION

This course aims to provide insights into the e-governance consulting industry, need for consulting in e-governance projects, the lifecycle of association between consultant and government organizations and management of consulting projects to ensure success of the larger e-governance projects. The course will cover practical aspects of e-governance consulting such as selection of consultants, roles and expectation of stakeholders from consultant and government departments, the contracting with consultants, key e-governance activities supported by consultants, project management and monitoring, issues and challenges in e-governance consulting projects, benchmarking and knowledge sharing.

COURSE OBJECTIVES

The course aims at providing the participants with an insight into:

  a. The concepts of management consulting as applied to e-governance projects
  b. The need and role of consultants in e-governance projects
  c. The management of consultancy projects in e-governance

PEDAGOGY

Lecture cum presentation, case studies and student exercises

EVALUATION

No.	Evaluation Component	Weight
1.	Quiz	20%
2.	Group Activity and presentation	30%
3.	End Term Examination	50%

SCHEDULE OF SESSIONS:

Module 1: Overview of Consultancy Industry:

In this module, the participants will get insights about the "Why" and "What" of the consultancy Industry i.e. as the starting point, this module will set the foundation for the remaining part of course and provide the participants with an understanding of the term "Management Consultancy", the role of consultants in general and in e-governance projects in particular. This will cover:

Session 1:

- Overview of Consultancy Industry
- The nature of e-governance consultancy
- Role of consults in e-governance initiatives
- National e-Governance Plan and the role of consultants

Reading:

- Part I: The evolution and Practice of Management Consultancy Globally : Barry Curnow & Jonathan Reuvid (2004):The International Guide to Management Consultancy: The Evolution, Practice and Structure of Management Consultancy Worldwide, South Asian Edition, Kogan Page, UK

- E-Governance case Studies: Ashok Agarwal : Computer Society of India: Universities Press: PP1-69

- Instructor's notes and the case study presentation on MCA21 prepared by the instructor

Module 2: Overview of Consultancy Industry:

This module is aimed at providing an overview of key activities performed by consultants in different phases of e-governance projects. It covers:

Session 2 and 3

- E-Governance Project Life Cycle and consultancy support to different phases.

- Key Consultancy Activities in e-Governance

Suggested Reading:

- Part 2: Key Consultancy Activities: Barry Curnow & Jonathan Reuvid (2004): The International Guide to Management Consultancy: The Evolution, Practice and Structure of Management Consultancy Worldwide, South Asian Edition, Kogan Page, UK
- NISG: Department of Electronics and Information Technology: Reading Material on e-Governance Project Life Cycle (e-GLC): STeP
- Instructors Notes, presentation and case study on Department of Revenue, Government of Punjab – Computerization of Land Records – Request for proposal for appointment of consultants – PP 1- 100

Module 3: Selection and Appointment of Consultants in e-governance projects:

This module provides insights into the process of selecting the consultants and appointment including contracting.

Session 4 and 5:

- Selection and appointment of consultants for e-governance projects
- Scoping of Consultancy Projects
- Selection criteria and guidelines for selection of consultants
- Bidding and evaluation
- Appointment of consultants through empanelment
- Contracting with consultants

Suggested Reading:

- Department of Expenditure, Government of India: Procurement Guidelines for appointment of consultants
- Case Studies – Empanelment Request for Proposals by Unique Identification Authority of India, National Informatics Center, Rajcomp Info Services Limited as publicly available in electronic form and to be distributed in class
- Instructors' notes

Module 4: Management of e-Governance Consultancy Projects:

This module aims to help the participants gain an insight into the process of management of consultancy projects and it will cover:

Session 5 and 6:

- Defining roles and responsibilities
- Managing stakeholder expectations
- Ensuring strategic alignment of consultancy interventions in e-governance initiatives
- Project planning and scheduling
- Project closure
- Monitoring and reviews

Suggested Reading:

- Part 3: Client Guide to Management Consultancy : Barry Curnow & Jonathan Reuvid (2004): The International Guide to Management Consultancy: The Evolution, Practice and Structure of Management Consultancy Worldwide, South Asian Edition, Kogan Page, UK
- Instructors' notes and case studies on MCA21

Module 5: Key Issues in e-Governance Consultancy Projects:

This modules is an attempt to help participants understand the important issues in the planning and execution of consultancy projects in e-governance. This will help the participants learn to proactively identify and address these issues. This module covers:

Session 6 and 7:

- Ethical issues with consultants
- Legal Issues in e-governance consultancy projects
- Regulatory issues in e-governance consultancy projects
- Multiplicity of stakeholders
- Change management

Suggested Reading:

- Part 2: Ethics and Best Practices: Barry Curnow & Jonathan Reuvid (2004): The International Guide to Management Consultancy: The Evolution, Practice and Structure of Management Consultancy Worldwide, South Asian Edition, Kogan Page, UK
- Instructors' notes and case studies on Passport Sewa

Module 6: Emerging Areas in e-Governance Consulting:

e-governance consultancy is a continuously evolving area and new services are being included in the overall umbrella of activities. With the participants having gained an understanding of the need for consultants and their role, the activities performed by the consultants, their appointment and selection, the management of consultancy projects and the issues therein, this module is an attempt to take their understanding further on some of the emerging areas for e-governance consultancy projects. This will cover:

Session 8:
- Mobile Governance
- Outsourcing and PPP
- Special Purpose Vehicles (SPVs)
- Social Media and Research

Suggested Reading:

- Ashok Agarwal and V. Venkata Ramana: Foundations of e-Government, GIFT Publishing

Module 7: Strategies for Effective Consultancy Project Management:

At the end of the session, the last module is an attempt to leave the participants with an understanding of strategies for ensuring success of consultancy projects. This will cover:

Session 9 and 10:

- Knowledge Management and sharing
- Resource handling and team capacity building
- Continuous evaluation and monitoring
- Maturity assessment of e-governance consultancy projects

Suggested reading:

- Ashok Agarwal and V. Venkata Ramana: Foundations of e-Government, GIFT Publishing

Reference Books

- Barry Curnow & Jonathan Reuvid (2004):The International Guide to Management Consultancy: The Evolution, Practice and Structure of Management Consultancy Worldwide, South Asian Edition, Kogan Page, UK

- Ashok Agarwal and V. Venkata Ramana: Foundations of e-Government, GIFT Publishing
- E-Governance case Studies: Ashok Agarwal : Computer Society of India: Universities Press